

**REMARKS**

Applicants thank the examiner for the very helpful explanation regarding “domains” at page 6 of the March 14 Office Action. According to the Office Action,

The issue at hand is what constitutes the second domain of the Brandt et al system. The Brandt et al system is connected to the Internet or some other network in a conventional manner. In order for this to occur the computer must inherently be assigned an IP (Internet Protocol) address through which the system is capable of establishing bi-directional communication to the user's Internet service provider (ISP) and other various server's and domain throughout the networks. The IP is assigned by the user's ISP and is within the domain of the ISP. Given this, any information retrieved through the user's computer is implicitly “originating from a second domain.”

Based on the Examiner's comment, Applicants amended independent claims 37 and 45 to clarify that the user's computer is distinct from the first domain and the second domain. For example, applicants amended claim 37 to recite “wherein the first domain and the second domain are separate from the user computer.”

Applicants submit that Brandt does not teach or disclose the inventions now recited in claims 37 and 45. For example, Brandt appears to utilize information from a first domain and a user computer. Brandt does not utilize a second domain that is distinct from the user computer. Accordingly, Brandt does not anticipate or render obvious applicants' invention as claimed in claims 37 and 45.

Claim 37 is amended to recite additional distinguishing elements. For example, claim 37 now recites “displaying the first frame and the second frame in a single web page at the user computer.” Brandt does not teach or suggest such a limitation. For example, Brandt displays a help window 26 simultaneously with the web page window

24. Brandt, paragraph 30. Notably, these two windows are not displayed within the same Web page as is required by claim 37.

Claim 45 is also amended to recite additional distinguishing elements. For example, claim 45 now recites “receiving automated help session content from the second Internet domain.” Recall from the discussion above that claim 45 also requires that “the first Internet domain and the second Internet domain are distinct from the user computer.” Accordingly, the claim 45 system receives automated help session content from a second domain, which is distinct from the user computer. In other words, the claim 45 system receives automated help session content from somewhere other than the user computer. The heart of Brandt’s device, however, is that the help information is retrieved from the user computer. Accordingly, Brandt does not anticipate or render obvious claim 45.

Claim 53 recites that “the user’s computer, the first Internet domain, and the second Internet domain are separate domains.” As previously discussed with regard to claim 37, Brandt does not teach or suggest a method that requires the user’s computer, the first Internet domain, and the second Internet domain to be separate domains. Accordingly, this element, in combination with the other elements, distinguishes claim 53 from Brandt.

Claim 53 is also amended to recite that the “first frame and the second frame are contained within a single Web page that is subject to the consistent page domain security requirement.” (See, for example, paragraph 40 and 41 of the original specification for support.) Brandt does not disclose such a feature. In fact, Brandt is not concerned with

the consistent page domain security requirement and does not display the first and second from within a single Web page.

Regarding the 35 U.S.C. 101 rejections, applicants request reconsideration in light of the amendments. First, independent claims 37, 45, and 53—as amended—incorporate the technological arts by requiring that at least one of the steps be performed at the user computer. For example, claim 37 now requires “displaying the first frame and the second frame in a single web page at the user computer.” Claims 45 and 53 include similar limitations. Second, independent claim 37, 45, and 53—as amended—incorporate the production of a tangible result. For example, amended claim 37 requires “displaying the first frame and the second frame in a single web page at the user computer.” Claim 45 now requires “receiving automated help session content from the second Internet domain; and initiating an automated help session in the second frame at the user computer, the automated help session corresponding to the determined present navigation location.” And claim 53 now requires, “initiating an automated help session in the second frame at the user’s computer, the automated help session corresponding to the determined present navigation location.” All of these limitations produce a tangible result.

## **CONCLUSION**

In view of the foregoing, Applicants respectfully submit that no further impediments exist to the allowance of this application and, therefore, solicit an indication of allowability. However, the Examiner is requested to call the undersigned if any question or comments arise.

The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R. §§1.16, 1.17, and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 50-1283.

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